

OFFICE OF THE CITY MANAGER

LTC #

038-2016

LETTER TO COMMISSION

TO: Mayor Philip Levine and Members of the City Commission

FROM: Jimmy L. Morales, City Manager

DATE: January 21, 2016

SUBJECT: Cleanliness Index & Assessment Program Results for FY 2015/16 Quarter 1

The purpose of this Letter to Commission is to communicate the results of the award winning Cleanliness Index and Assessment program from FY 2015/16 Quarter 1 (October 1, 2015 to December 31, 2015).

Background

The Miami Beach Public Area Cleanliness Index is an objective measurement of performance ranging from 1.0 (Very Clean) to 6.0 (Very Dirty) and includes assessments of litter, garbage cans/dumpsters, organic material, and fecal matter. The results of the assessments are used to monitor the impacts of recently implemented initiatives to target areas for future improvements, and assure the quality of services. Quarterly sample sizes are set to ensure no greater than a ± 5.0 percentage point sampling error given the 95% confidence level for each of the public areas assessed.

During FY 2006/07, the City tightened the target for the Citywide and area-specific cleanliness indicators from 2.0 to 1.5 – the lower the score on the cleanliness index indicates a cleaner area. This target continues to be the same through FY 2007/08, FY 2008/09, FY 2009/10, FY 2010/11, FY 2011/12, FY 2012/13, FY 2013/14, FY 2014/15 and FY 2015/16. As important, the City also has a goal to ensure that 90 percent of assessments score 2.0 or better, with awareness to seasonal fluctuations.

Summary of the Cleanliness Assessment Results FY 2015/16 Quarter 1

Overall, the citywide cleanliness index improved during FY 2015/16 Quarter 1 when compared to the same quarter in FY 2014/15. In general, the City's cleanliness has steadily progressed as evidenced by the index, anecdotal information, and results of our most recent resident survey. Additionally, 88.5% of all public area assessments scored 2.0 or better (target=90%) in FY 2015/16 Quarter 1. Cleanliness continues to remain a top priority for the City.

Positive and Stable Areas in FY 2015/16 Quarter 1

- **Parks-** Parks improved to 1.41 a 6.6% increase from the prior quarter but declined 6.8% from the prior FY quarter. Litter control crews, along with regular enforcement of litter control standards, support this ongoing improvement. Parks will continue to monitor cleanliness of parks and adjust as needed.

- **Parking Lots** - Scores improved to 1.63, a 20.9% increase from the prior quarter and 7.4% increase from the same quarter in FY 2014/15. The Greenspace Division performed an evaluation of the contractor's maintenance practices and recommended that the landscape maintenance services be performed by an all-purpose crew that can complete a full service in one visit before they left the site for the day. The process of notification of appearance deficiencies has been adjusted to ensure a timely response by staff as well.
- **Sidewalks**— Sidewalks improved 57.2% to 1.45 compared to the prior quarter and 4.0% from prior FY quarter. Increased levels of organic material contributed to the decline in quarter 4. Public Works is working with communications on best approach to outreach to residents regarding the cleanliness of sidewalks in residential areas, especially during the summer months when instances of organic material increase significantly.
- **Beaches** - Beaches improved to 1.34 and 1.32 for areas covered by Miami Beach and Miami-Dade County respectively. An initiative to trim the sea grapes in the dunes and beach spoil areas resulted in a decline in scores in quarter 4 due to the delay in pick-up of the cut organic material. Additionally, excess seaweed deposits from May through September have been noted throughout the state shoreline.

Areas of Focus in FY 2015/16 Quarter 1

- **Streets**— Streets overall improved by 3.6% to 1.60 in quarter 1 when compared to the prior quarter and declined 8.1 percent when compared to the same quarter in FY 2014/15. However, streets in the commercial entertainment areas and commercial non-entertainment areas continue to exceed the target of 1.50 at 1.35 and 1.48 respectively. Code has addressed prior concerns regarding construction sites. Residential streets improved to 1.36, up 11.1% from the prior quarter. Overall, 92.7% of streets are scoring 2.0 or better, and remain stable when compared to the prior FY quarter.
- **Alleys**— Alleys improved by 14.7% to 1.86 from the prior quarter and 7.5% from the prior FY quarter. A contributing factor to this improvement may be related to the increase in sanitation fines effective September 2015. Waste fines, which include but are not limited to illegal disposal of biohazardous and/or hazardous waste increased from \$250 for first offense to \$1,000; and illegal disposal of garbage, trash and/or industrial waste increased from \$50 to \$200 for first offense. In addition to the above fine process, the Code Department recently hired 5 Code Compliance Officers and is in the process of filling 5 additional vacancies; once trained, the new hires will sustain an increased enforcement for all shifts responsible for sanitation detail.
- **Waterways** - Scores improved 30.1% compared to the prior quarter and continue to be an area of focus with scores amongst the lowest at 1.86 when compared to all assessment areas. The City's waterway contractor provides service three days per week (Monday, Wednesday, and Friday) since November 2014. The contractor alternates between a north route and a south route during which staff focuses on removing debris from hotspots and any other accumulations of debris identified on their way to and from these hotspots. Code will continue to conduct inspections and area sweeps of the out lots to support this effort.

Cleanliness Index Score Per Public Area (target = 1.5)

Public Area	FY2006				
	Q1	Q2	Q3	Q4	FY Score
Overall City Score	2.20	1.94	2.34	2.03	2.10
Streets	2.07	1.98	2.22	1.84	2.03
Not Including alleys	1.95	1.85	2.15	1.74	1.94
Commercial – Entertainment	1.84	1.78	2.44	1.74	1.95
Commercial – Non-Entertainment	1.89	1.87	1.81	1.75	1.83
Residential	2.25	1.93	2.11	1.74	2.01
Alleys	2.46	2.69	2.75	2.49	2.60
Sidewalks	2.02	2.05	2.33	1.84	2.06
Commercial – Entertainment	1.87	1.95	2.50	1.86	2.04
Commercial – Non-Entertainment	1.97	2.15	1.91	1.79	1.95
Residential	2.28	2.11	2.35	1.93	2.14
Parks	2.08	1.53	1.93	2.04	1.90
Parking	2.25	2.25	2.30	2.01	2.21
Waterway	2.77	2.12	2.93	2.53	2.59
Beach Areas					
Miami Beach Responsibility Only	2.02	1.68	1.80	1.91	1.85
Miami-Dade County Responsibility	1.96	1.78	2.04	1.95	1.93

Public Area	FY2006	FY11/12	FY12/13	FY13/14	FY14/15	FY15/16	% change from prior FY score	% change from base FY score
	FY Score	FY Score	FY Score	FY Score	FY Score	FY Score		
Overall City Score	2.10	1.59	1.45	1.57	1.75			
Streets	2.03	1.55	1.47	1.55	1.54			
Not Including alleys	1.94	1.45	1.36	1.43	1.39			
Commercial – Entertainment	1.95	1.44	1.37	1.42	1.33			
Commercial – Non-Entertainment	1.83	1.50	1.42	1.47	1.44			
Residential	2.01	1.43	1.32	1.41	1.47			
Alleys	2.60	1.84	1.77	1.88	1.92			
Sidewalks	2.06	1.45	1.36	1.47	1.57			
Commercial – Entertainment	2.04	1.43	1.37	1.41	1.54			
Commercial – Non-Entertainment	1.95	1.57	1.42	1.58	1.63			
Residential	2.14	1.42	1.31	1.46	2.02			
Parks	1.90	1.44	1.38	1.46	1.37			
Parking	2.21	1.75	1.63	1.63	1.76			
Waterway	2.59	1.96	1.72	1.87	2.21			
Beach Areas								
Miami Beach Responsibility Only	1.85	1.35	1.40	1.45	1.64			
Miami-Dade County Responsibility	1.93	1.42	1.46	1.41	1.55			

Public Area	FY14/15					% change from prior FY score	% change from base FY score
	Q1	Q2	Q3	Q4	FY Score		
Overall City Score	1.60	1.45	1.75	2.19	1.75	11.4%	-16.6%
Streets	1.48	1.43	1.59	1.66	1.54	-0.5%	-24.1%
Not Including alleys	1.36	1.35	1.46	1.40	1.39	-2.8%	-28.3%
Commercial – Entertainment	1.25	1.29	1.41	1.34	1.33	-6.3%	-31.7%
Commercial – Non-Entertainment	1.45	1.42	1.45	1.41	1.44	-2.0%	-21.3%
Residential	1.35	1.39	1.59	1.53	1.47	4.2%	-25.8%
Alleys	2.01	1.62	1.87	2.18	1.92	2.1%	-25.1%
Sidewalks	1.51	1.37	1.59	3.39	1.97	34.0%	-4.3%
Commercial – Entertainment	1.48	1.31	1.51	1.78	1.54	9.2%	-24.5%
Commercial – Non-Entertainment	1.55	1.50	1.66	1.78	1.63	3.1%	-16.4%
Residential	1.44	1.29	1.59	3.76	2.02	38.3%	-5.6%
Parks	1.32	1.25	1.36	1.51	1.37	-5.1%	-27.8%
Parking	1.75	1.43	1.77	2.06	1.76	7.9%	-20.3%
Waterway	2.04	1.79	2.36	2.66	2.21	18.1%	-14.6%
Beach Areas							
Miami Beach Responsibility Only	1.49	1.41	1.51	1.86	1.64	13.1%	-11.3%
Miami-Dade County Responsibility	1.46	1.26	1.51	1.88	1.55	9.9%	-19.6%

Public Area	FY15/16					% change from prior Qtr	% change in prior FY Qtr	% change from same quarter in base year
	Q1	Q2	Q3	Q4	FY Score			
Overall City Score	1.55					-29.2%	-3.1%	-29.5%
Streets	1.60					-3.6%	8.1%	-22.7%
Not Including alleys	1.41					0.7%	3.7%	-29.1%
Commercial – Entertainment	1.35					0.7%	5.5%	-26.6%
Commercial – Non-Entertainment	1.48					5.0%	1.4%	-21.7%
Residential	1.36					-11.1%	0.0%	-35.6%
Alleys	1.85					-14.7%	-7.5%	-24.4%
Sidewalks	1.45					-57.2%	-4.0%	-28.2%
Commercial – Entertainment	1.41					-30.8%	-2.8%	-24.6%
Commercial – Non-Entertainment	1.57					-11.8%	0.6%	-20.3%
Residential	1.34					-64.4%	-6.9%	-41.2%
Parks	1.41					-6.6%	6.8%	-32.2%
Parking	1.63					-20.9%	-7.4%	-27.5%
Waterway	1.85					-30.1%	-8.8%	-32.9%
Beach Areas								
Miami Beach Responsibility Only	1.34					-28.0%	-10.1%	-33.7%
Miami-Dade County Responsibility	1.32					-29.8%	-9.6%	-32.7%

Percentage of Assessments scoring 2.0 or better (target = 90%)

FY18/19					
Public Area	Q1	Q2	Q3	Q4	FY Score
Citroville	57.5%	71.1%	55.7%	72.5%	65.2%
Streets	55.7%	79.2%	63.9%	84.8%	73.4%
Commercial – Entertainment	55.1%	81.1%	47.5%	74.5%	67.3%
Commercial – Non-Entertainment	76.7%	72.2%	82.4%	97.9%	82.3%
Residential	55.8%	84.6%	55.2%	85.1%	73.5%
Alleys	37.7%	55.5%	37.0%	55.2%	41.9%
Sidewalks	52.6%	65.7%	55.4%	72.3%	65.7%
Commercial – Entertainment	59.2%	71.8%	41.7%	71.7%	63.5%
Commercial – Non-Entertainment	63.5%	55.4%	79.8%	87.4%	71.8%
Residential	45.3%	78.1%	52.1%	82.2%	65.2%
Parks	48.3%	65.0%	63.2%	63.8%	65.5%
Parking	48.0%	55.5%	49.2%	55.0%	55.4%
Waterway	42.5%	63.7%	34.5%	55.5%	54.5%
Beach Areas					
Miami Beach Responsibility Only	64.1%	83.8%	65.0%	75.5%	73.1%
Miami-Dade County Responsibility	75.3%	78.4%	53.9%	77.2%	71.2%

FY18/19			FY19/20		
Public Area	FY Score	FY Score	Public Area	FY Score	FY Score
Citroville	55.1%	87.2%			
Streets	53.7%	91.4%			
Commercial – Entertainment	54.4%	92.1%			
Commercial – Non-Entertainment	91.3%	91.3%			
Residential	92.5%	92.8%			
Alleys	81.5%	77.8%			
Sidewalks	92.5%	90.2%			
Commercial – Entertainment	84.5%	92.5%			
Commercial – Non-Entertainment	91.3%	88.1%			
Residential	92.5%	93.1%			
Parks	92.5%	93.3%			
Parking	65.5%	85.1%			
Waterway	80.0%	79.4%			
Beach Areas					
Miami Beach Responsibility Only	93.4%	92.5%			
Miami-Dade County Responsibility	91.5%	93.2%			

FY18/19					
Public Area	Q1	Q2	Q3	Q4	FY Score
Citroville	56.0%	91.3%	87.3%	73.5%	84.5%
Streets	93.5%	93.5%	92.5%	90.0%	92.5%
Commercial – Entertainment	91.3%	95.0%	94.5%	93.8%	94.7%
Commercial – Non-Entertainment	94.4%	93.8%	91.2%	85.4%	91.2%
Residential	93.0%	93.5%	80.5%	84.4%	90.4%
Alleys	89.0%	93.5%	85.1%	81.5%	87.4%
Sidewalks	92.3%	93.5%	86.8%	75.5%	87.4%
Commercial – Entertainment	97.3%	93.5%	83.1%	77.8%	84.7%
Commercial – Non-Entertainment	93.5%	95.0%	85.4%	85.0%	90.4%
Residential	94.3%	94.0%	95.7%	88.5%	93.4%
Parks	83.9%	91.3%	81.2%	65.0%	80.4%
Parking	71.5%	77.0%	62.5%	45.4%	64.5%
Waterway					
Beach Areas					
Miami Beach Responsibility Only	83.4%	93.3%	82.4%	75.5%	84.5%
Miami-Dade County Responsibility	85.7%	94.5%	85.4%	74.5%	85.5%

FY18/19					
Public Area	Q1	Q2	Q3	Q4	FY Score
Citroville	58.5%				
Streets	92.7%				
Commercial – Entertainment	94.3%				
Commercial – Non-Entertainment	91.2%				
Residential	92.5%				
Alleys	73.5%				
Sidewalks	91.5%				
Commercial – Entertainment	94.5%				
Commercial – Non-Entertainment	88.8%				
Residential	92.3%				
Parks	92.3%				
Parking	85.5%				
Waterway	80.5%				
Beach Areas					
Miami Beach Responsibility Only	93.1%				
Miami-Dade County Responsibility	93.3%				

FY18/19					
Public Area	Q1	Q2	Q3	Q4	FY Score
Citroville	58.5%				
Streets	92.7%				
Commercial – Entertainment	94.3%				
Commercial – Non-Entertainment	91.2%				
Residential	92.5%				
Alleys	73.5%				
Sidewalks	91.5%				
Commercial – Entertainment	94.5%				
Commercial – Non-Entertainment	88.8%				
Residential	92.3%				
Parks	92.3%				
Parking	85.5%				
Waterway	80.5%				
Beach Areas					
Miami Beach Responsibility Only	93.1%				
Miami-Dade County Responsibility	93.3%				

Cleanliness Key Intended Outcome

Cleanliness was identified in our community surveys as a key driver affecting overall quality of life. In addition, in the 2014 survey, residents and businesses rated cleanliness as one of the services the City should strive not to reduce. The City has implemented increases in service levels and community satisfaction levels have improved. Overall scores have improved by 16.6% from FY 2005/06 to FY 2014/15.

Next Quarter Assessments

City part-time staff is conducting cleanliness assessments every quarter. Additionally, residents are always welcome to participate. If you or any member of your staff is interested in participating in the City's Public Area Cleanliness and Appearance Program, please contact Dr. Leslie Rosenfeld with Organization Development Performance Initiatives at extension 6923.

If you have any further questions, please feel free to contact me.

- c: Eric Carpenter, Assistant City Manager and Public Works Director
 Mark Taxis, Assistant City Manager
 Kathie G. Brooks, Assistant City Manager
 Dr. Leslie Rosenfeld, Chief Learning Development Officer
 John Rebar, Parks and Recreation Director
 Saul Francis, Parking Director
 Mariano Fernandez, Building Director
 Hernan Cardeno, Code Compliance Director
 Robert Santos-Alborna, Code Compliance Division Director
 Al Zamora, Sanitation Division Director

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